Welcome to the session...

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Verbal & Non Verbal Communication Skills, Phonetics and Pronunciation for Neutral English

VERBAL 35%

NONVERBAL 65%
- Facial Expressions
- Tone of Voice
- Movement
- Appearance
- Eye Contact
- Gestures
- Posture
When is Effective Communication Important?

- Teaching a class
- Client interaction
- Yearly Appraisal
- Asking for a raise
- Job Interview
- Group discussion
- Presenting your idea
- Team Meetings
- Brain storming sessions
- Issue Instructions to your staff
- Thank you Speeches

Do you agree?
Dale Carnegie Course: Effective Communications and Human Relations

Over 11 million graduates have learned “How to Win Friends and Influence People,” and now you can too!

* Cultivate lasting relationships
* Present ideas clearly and concisely
* Handle conflict diplomatically
* Adapt to different communication styles
* Demonstrate leadership

>> Learn More
HOW TO ENHANCE YOUR COMMUNICATION STYLE
10 LEVELS OF INTIMACY IN TODAY’S COMMUNICATION

10. Talking
9. Video Chat
8. Phone Call
7. Text MSG
6. E-Mail
5. Chat
4. Commenting on Facebook Status
3. Liking Facebook Status
2. Facebook Status Update
1. Twitter
Let us see
Non-Verbal Communication – in brief
Verbal communication styles and impact
Tips to overcome Mother Tongue Influence
&
Improving Neutral Accent
NON-VERBAL COMMUNICATION FORMS

- OLFACTICS
  - Odours
  - Scents

- HAPTICS
  - Bodily Contact
  - Face & Skin
  - Hair
  - Clothes
  - Adornment
  - Physique

- PHYSICAL APPEARANCE
  - Gestures
  - Posture
  - Body Movement
  - Orientation
  - Proximity
  - Distance
  - Positions

- CHRONEMICS
  - Artifacts
  - Physical setting
  - Gaze Focus
  - Gaze Duration
  - Gaze Direction

- ENVIRONMENTAL DETAILS
  - Eye Movement & Contact
  - Visual Orientation
  - Eye Contact

- OCCULESICS
  - Paradigmatic
  - Voice quality
  - Pitch
  - Loudness
  - Tempo

- PARALANGUAGE
  - Disturbances
  - Prosodic
  - Timing
  - Pitch
  - Loudness

- FACIAL EXPRESSIONS
  - Nostril Size
  - Skin
  - Eyebrow position
  - Mouth Shape
  - Eye Shape

- Non-verbal aspects of speech
Non-verbal communication helps to:
- Define or reinforce the relationship between people,
- Provide feedback to people,
- Regulate the flow of communication,
- Keep people motivated to listen,
- Increase credibility of speaker,
- Improves expression and understanding,
- Give satisfaction,
- Improves popularity, etc…
Top 10 Tips for Improving Nonverbal Communication

1. Pay attention to nonverbal signals
2. Look for incongruent behaviors
3. Concentrate on voice tone
4. Use good eye contact; avoid distractions
5. Ask questions about nonverbal signals
6. Use signals to make communication more effective
7. Be aware of how signals are clustered
8. Consider the context of the situation
9. Remember some nonverbal signals are not universal
10. Practice, practice, practice
I think they are from different culture she greets by shaking hands but for him they just bow down

Try not to do this gesture in Brazil because it doesn’t mean good for them

A harmless gesture in the US, ‘A-ok’ is considered highly obscene in Brazil.
Verbal communication

- What to say?
- How to say?
- Whom to say?
- When to say?
- What you should not say?

Be sure to taste your words before you spit them out.
Learning to identify the different communication styles - and recognising which one we use most often in our daily interactions with friends, family and colleagues - is essential if we want to develop effective, assertive communication skills.
<table>
<thead>
<tr>
<th>Passive &gt; Assertive &lt; Aggressive</th>
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</thead>
<tbody>
<tr>
<td><strong>Too Nice</strong></td>
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<tr>
<td>Suck it up</td>
</tr>
<tr>
<td>Hold it in</td>
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<tr>
<td>Denial</td>
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<td>Subtle Manipulation</td>
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<td>Guilt</td>
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<td>Shame</td>
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<td>Low Self-Esteem</td>
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<td>Powerless</td>
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<td>Latent Hostility</td>
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<td>Weak Boundaries</td>
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<tr>
<td>Passive</td>
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<tr>
<td>“Door Mats”</td>
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<tr>
<td>Needs Acceptance</td>
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Communication Styles in the Workplace

People are hard-wired with different communication styles, which is important to note because successful communication requires that someone who is receiving information from another person gets the message and correctly interprets it.
THE RELATOR
- Warm and friendly
- Slow and easy
- Shares feelings
- Good listener
- Cooperative

THE SOCIALIZER
- Relationships important
- Strong feelings of personal worth
- Fast-paced
- Enthusiastic and persuasive
- Not afraid of risks

THE THINKER
- An efficient perfectionist
- Slow and cautious
- Task-oriented
- Follows directions
- Works well alone

THE DIRECTOR
- Emphasis on results
- Little concern for relationships
- Does not share feelings
- Seen as dominating
- Fast-paced and decisive
<table>
<thead>
<tr>
<th>Communication Styles</th>
<th>Supportive</th>
<th>Emotive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consensus builder</td>
<td>Talk without engaging brain</td>
<td></td>
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<tr>
<td>Persuasive</td>
<td>Center of attention</td>
<td></td>
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<tr>
<td>Low key</td>
<td>Full of energy</td>
<td></td>
</tr>
<tr>
<td>Informal</td>
<td>Talk fast &amp; with hands</td>
<td></td>
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<tr>
<td>Interpersonal</td>
<td>Never met a stranger</td>
<td></td>
</tr>
<tr>
<td>interactions</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Reflective</td>
<td>Thinker</td>
<td>Directive</td>
</tr>
<tr>
<td></td>
<td>Well thought-out answers</td>
<td>No nonsense</td>
</tr>
<tr>
<td></td>
<td>Orderly / More formal</td>
<td>Just the facts</td>
</tr>
<tr>
<td></td>
<td>Like agendas</td>
<td>Get to the point</td>
</tr>
<tr>
<td></td>
<td>Need time to process info</td>
<td>Appears not to have fun</td>
</tr>
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<td></td>
<td></td>
<td>Clear separation of work / play</td>
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Will he take it personally if I say it won't work?

Buddy, I'm not entirely sure this will work.

What proof do you have that this will work?

Let's do this! Now!
Effective Communication Includes:
- Good listening
- Awareness of nonverbal communication
- Recognizing communication barriers
- The art of clear request
- Exploring your own unresolved issues
- Deciding when and why to have a difficult conversation

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Good communication skills require a high level of self-awareness. If you're serious about strengthening relationships, reducing stress from conflict, decreasing unnecessary anxiety in relationships, practice being more assertive. It will help diffuse anger, reduce guilt and build better relationships both personally and professionally. Remember the first rule of effective communication: The success of the communication is the responsibility of the communicator
Neutral Accent: An Accent The World Understands

Neutral accent is a way of speaking a language without regionalism. Speaking with an accent affects our communication and sometimes at its worst spoils our image in public. ... By speaking in a neutral English, we can make people to understand us better.
What does it mean to have a neutral accent in English? It **means** an **accent** that is easy on all ears across the globe, an **accent** that is understood by all in the international community, no matter who the listener is-- an American, British, Australian or a Canadian or people from any other country. This **Accent** is called **neutral accent**
In the Global scenario,
Uttering the words with neutral accent
Using the appropriate words --
Smoothen the communication process-
So, the need for neutral accent
English Pronunciation

Shoes, goes, does. Now first say finger,
And then singer, ginger, linger,
Real, zeal, mauve, gauze, gouge and gauge,
Marriage, foliage, mirage, and age.
Query does not rhyme with very,
Nor does fury sound like bury.

Knee, knowledge, unique, creature, cough, creation, tiny, writing, environment, pan, Produce..
Tongue twisters are a great way to practice and improve pronunciation and fluency.

They can also help to improve accents by using alliteration, which is the repetition of one sound.

They’re not just for kids, but are also used by actors, politicians, and public speakers who want to sound clear when speaking.
Peter Piper

Peter Piper picked a peck of pickled peppers. A peck of pickled peppers Peter Piper picked. If Peter Piper picked a peck of pickled peppers, where are the pickled peppers Peter Piper picked?
The sixth sick sheik's sixth sheep's sick.

[According to The Guinness Book of World Records, this is the toughest tongue twister - so far.]

**hand-out**, video...
To overcome Mother tongue influence and acquaint yourself with proper pronunciation:
Learn the rhythm of speaking English.
Find a Conversation Partner who is a native English speaker.
Listen to audiobooks read by native English speakers.
Few tips on pronunciation
Many words in English are just half pronounced while speaking. For example, ‘better’ is pronounced as ‘bet-uh’. The ‘r’ in the end is not pronounced fully. ‘R’ is merely ‘aar’ and not ‘aarrr’. The tongue vibrates just once, unlike the vernacular ‘rra’ sound. The ‘o’ sound of No, know, so, source, etc is not just o, but ‘ou’. The o is dragged a little bit.

The words starting with ‘w’ should NOT be pronounced as the vernacular ‘va’. The teeth do not touch the lower lips as they would do in ‘v’. For a ‘w’, the lips should make a small o while pronouncing the ‘w’. Try pronouncing ‘went’ and ‘vent’; ‘wow’ and ‘vow’; ‘wine’ and ‘vine’. You will understand the difference.
Let us recap
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Any questions?
Feed back please...
Let us try to be better communicators!
Thank you.